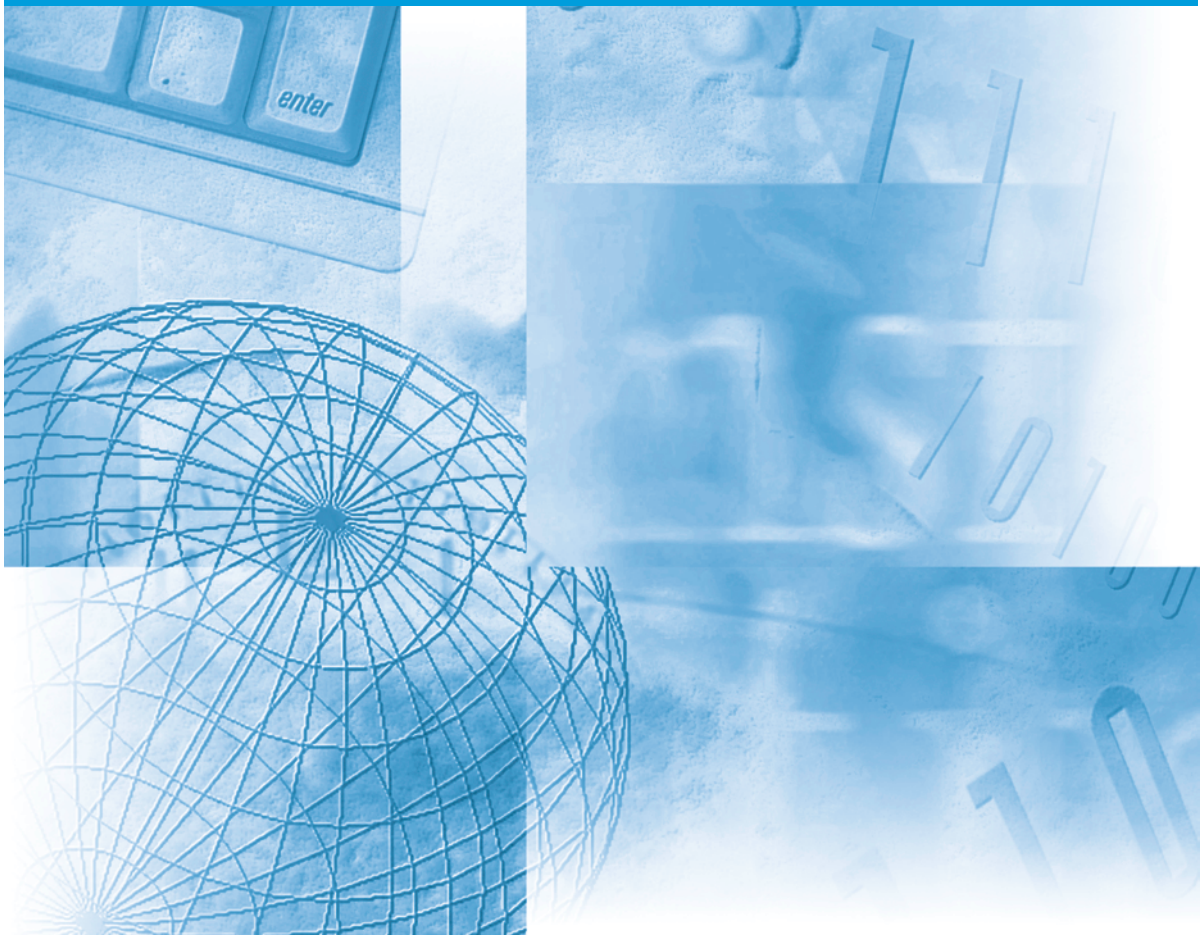
Canon

iR2020/iR2016

User's Guide



Read this guide first.
Please read this guide before operating this equipment.
After you finish reading this guide, store it in a safe place for future reference.

ENGLISH

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iR2020/iR2016
User's Guide

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Manuals for the Machine

The manuals for this machine are divided as follows. Please refer to them for detailed information.
The manuals supplied with optional equipment are included in the list below. Depending on the system configuration and product purchased, some manuals may not be needed.

Guides with this symbol are printed manuals.

Guides with this symbol are PDF manuals included on the accompanying CD-ROM.

- **Quick Reference for Basic Operation**
  For Copying Operations → Basic Features
  For Additional Functions → To Suit Your Needs
- **Basic Information**

Easy Operation Guide

User's Guide (This Document)

- **Basic Operations**
- **Troubleshooting**

Reference Guide

- **Copying Instructions**

Copying Guide

- **Fax Instructions**

Facsimile Guide

- **Setting Up the Network Connection and Installing the CD-ROM Software**

Network Quick Start Guide

- **Remote User Interface Instructions**

Remote UI Guide

- **Network Connectivity and Setup Instructions**

Network Guide

- **PCL/UFR II Printer Instructions**

PCL/UFR II Printer Guide

- **UFR II Printer Instructions**

UFR II Printer Guide

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- **PCL Printer Driver Installation and Instructions**
- **UFR II Printer Driver Installation and Instructions**
- **Fax Driver installation and instructions**

PCL Driver Guide

UFR II Driver Guide

Fax Driver Guide

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How This Manual Is Organized

Chapter 1 Before You Start Using This Machine

Chapter 2 Routine Maintenance

Chapter 3 Troubleshooting

Chapter 4 Appendix

Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon.

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Preface

Thank you for purchasing the Canon iR2020/iR2016. Please read this manual thoroughly before operating the machine in order to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

How to Use This Manual

Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and safety instructions that should be observed.

WARNING	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. In order to use the machine safely, always pay attention to these warnings.
CAUTION	Indicates a caution concerning operations that may lead to injury to persons, or damage to property if not performed correctly. In order to use the machine safely, always pay attention to these cautions.
IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully in order to operate the machine correctly, and to avoid damage to the machine.
NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

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Keys Used in This Manual

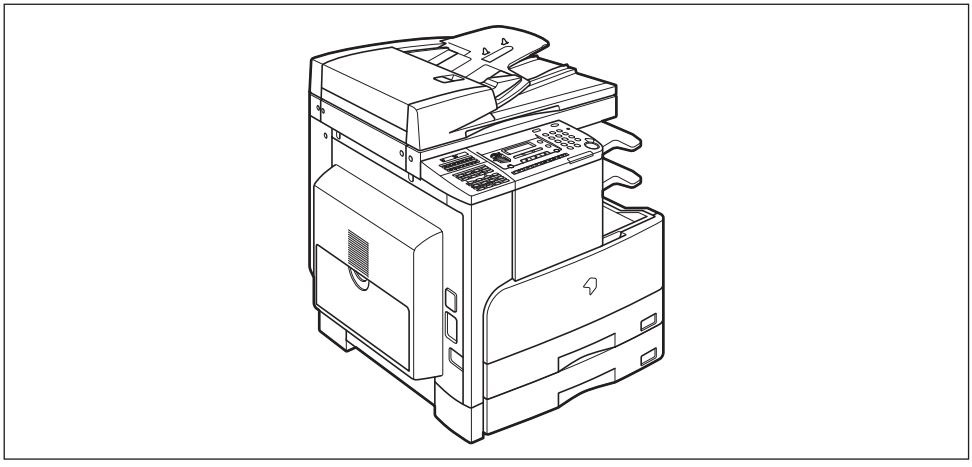
The following symbols and key names are a few examples of how keys to be pressed are expressed in this manual:

Control Panel Keys: <Key icon> + [Key Name]

Examples: ◇ [Start]
▽ [Stop]

Illustrations Used in This Manual

Illustrations used in this manual are those displayed when the iR2016 has the following optional equipment attached to it: the Fax Panel-A1 (with Super G3 FAX Board-T1), Feeder (DADF-P1), Finisher-U1, Additional Finisher Tray-C1, and Cassette Feeding Module-J1.



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Legal Notices

R&TTE Directive

CE

This equipment (F188900) conforms with the essential requirements of EC Directive 1999/5/EC and is usable in EU.
We declare that this product conforms with the EMC requirements of EC Directive 1999/5/EC at nominal mains input 230 V, 50 Hz although the rated input of the product is 220 V-240 V, 50/60 Hz.
Use of shielded cable is necessary to comply with the technical requirements of EMC Directive.
If you move to another EU country and are experiencing trouble please call the Canon Help Desk.

(For Europe Only)
Canon Inc./Canon Europa N.V.

Laser Safety

This product is certificated as a Class 1 laser product under IEC60825-1:1993 and EN60825-1:1994. This means that the product does not produce hazardous laser radiation.

Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Do not remove protective housings or external covers, except as directed by the equipment's Reference Guide.

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Additional Information

When servicing or adjusting the optical system of the product, be careful not to place screwdrivers or other shiny objects in the path of the laser beam. Also, accessories such as watches and rings should be removed before working on the product. The reflected beam, whether visible or invisible, can permanently damage your eyes.

The labels shown below are attached to the laser scanner unit inside the machine and next to the toner cartridge behind the front cover.

DANGER - Invisible laser radiation when open. AVOID DIRECT EXPOSURE TO BEAM.
CAUTION - CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.
ATTENTION - RAYONNEMENT LASER INVISIBLE DE CLASSE 3B EN CAS D'OUVERTURE. ÉVITEZ L'EXPOSITION AU FAISCEAU.
VORSICHT - UNSICHTBARE LASERSTRAHLUNG KLASSE 3B, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN.
PRECAUCIÓN - RADIACIÓN LÁSER INVISIBLE DE CLASE 3B PRESENTE AL ABRIR. EVITE LA EXPOSICIÓN AL HAZ.
VARNING - KLASS 3B OSYNLIG LASERSTRÅLNING NÄR DENNA DEL ÄR ÖPPNAD. STRÅLEN ÄR FARLIG.
VAROITUS - LUOKAN 3B NÄKYMÄTTÖMÄLLE LASER-SÄTEILYÄ AVATTUNA. VÄLTÄ ALTISTUMISTA SÄTEELLE.
注 意 - 打开时，存在不可见的3B类激光辐射，请避免接触该激光束
注 意 - 打開機器蓋板時有3B級不可視雷射光釋出，應避免曝射
주 의 - 열리면 등급 3B 비가시 레이저 방사선이 방출됩니다. 광선에 노출을 피하십시오.
注 意 - ここを開くとクラス3B不可視レーザ放射が出ます。ビームに身をさらさないこと。
FS7-8335

FU5-8610
DANGER - Invisible laser radiation when open. AVOID DIRECT EXPOSURE TO BEAM.
CAUTION - CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO THE BEAM.
ATTENTION - RAYONNEMENT LASER INVISIBLE DE CLASSE 3B EN CAS D'OUVERTURE. ÉVITEZ L'EXPOSITION AU FAISCEAU.
VORSICHT - UNSICHTBARE LASERSTRAHLUNG KLASSE 3B, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN.
PRECAUCIÓN - RADIACIÓN LÁSER INVISIBLE DE CLASE 3B PRESENTE AL ABRIR. EVITE LA EXPOSICIÓN AL HAZ.
VARNING - KLASS 3B OSYNLIG LASERSTRÅLNING NÄR DENNA DEL ÄR ÖPPNAD. STRÅLEN ÄR FARLIG.
VAROITUS - LUOKAN 3B NÄKYMÄTTÖMÄLLE LASER-SÄTEILYÄ AVATTUNA. VÄLTÄ ALTISTUMISTA SÄTEELLE.
注 意 - 打开时，存在不可见的3B类激光辐射，请避免接触该激光束
注 意 - 打開機器蓋板時有3B級不可視雷射光釋出，應避免曝射
주 의 - 열리면 등급 3B 비가시 레이저 방사선이 방출됩니다. 광선에 노출을 피하십시오.
注 意 - ここを開くとクラス3B不可視レーザ放射がでます。ビームに身をさらさないこと。

This product has been classified under IEC60825-1:1993 and EN60825-1:1994, which conform to the following classes;

CLASS I LASER PRODUCT
LASER KLASSE I
APPAREIL A RAYONNEMENT LASER DE CLASSE I
APPARECCHIO LASER DI CLASSE I
PRODUCTO LASER DE CLASE I
APARELHO A LASER DE CLASSE I

CAUTION

Use of controls, adjustments, or performance of procedures other than those specified in this manual may result in hazardous radiation exposure.

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International ENERGY STAR Program

As an ENERGY STAR® Partner, Canon Inc. has determined that this machine meets the ENERGY STAR® Program for energy efficiency.
The International ENERGY STAR® Office Equipment Program is an international program that promotes energy saving through the use of computers and other office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption. It is an open system in which business proprietors can participate voluntarily. The targeted products are office equipment, such as computers, displays, printers, facsimiles, and copiers. The standards and logos are uniform among participating nations.

EMC Directive

This equipment conforms with the essential requirements of EC Directive 89/336/EEC.

We declare that this product conforms with the EMC requirements of EC Directive 89/336/EEC at nominal mains input 230V, 50Hz although the rated input of the product is 220-240 V, 50/60 Hz.

- Use of shielded cable is necessary to comply with the technical requirements of EMC Directive.

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Abbreviations Used in This Manual

In this manual, product names and model names are abbreviated as follows:

Microsoft® Windows® 98 operating system:	Windows 98
Microsoft® Windows® Millennium Edition operating system:	Windows Me
Microsoft® Windows NT® operating system:	Windows NT
Microsoft® Windows® 2000 operating system:	Windows 2000
Microsoft® Windows® XP operating system:	Windows XP
Microsoft® Windows Server™ 2003 operating system:	Windows Server 2003
Microsoft® Windows® operating system:	Windows

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- Paper Money
- Money Orders
- Certificates of Deposit
- Postage Stamps (canceled or uncanceled)
- Identifying Badges or Insignias
- Selective Service or Draft Papers
- Checks or Drafts Issued by Governmental Agencies
- Motor Vehicle Licenses and Certificates of Title
- Travelers Checks
- Food Stamps
- Passports
- Immigration Papers
- Internal Revenue Stamps (canceled or uncanceled)
- Bonds or Other Certificates of Indebtedness
- Stock Certificates
- Copyrighted Works/Works of Art without Permission of Copyright Owner

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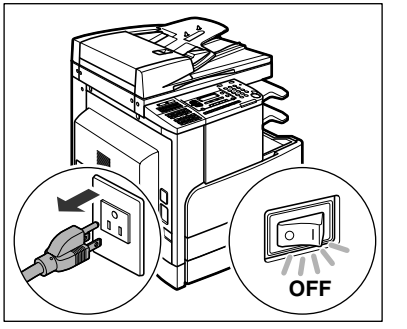
Important Safety Instructions

Please read these “Important Safety Instructions” thoroughly before operating the machine. As these instructions are intended to prevent injury to the user or other persons or destruction of property, always pay attention to these instructions. Also, since it may result in unexpected accidents or injuries, do not perform any operation unless otherwise specified in the manual. Improper operation or use of this machine could result in personal injury and/or damage requiring extensive repair that may not be covered under your Limited Warranty.

Installation

WARNING

- **Do not install the machine near alcohol, paint thinner, or other flammable substances. If flammable substances come into contact with electrical parts inside the machine, it may result in a fire or electrical shock.**
- **Do not place the following items on the machine. If these items come into contact with a high-voltage area inside the machine, it may result in a fire or electrical shock. If the following items are dropped or spilled inside the machine, immediately turn OFF the main power switch and disconnect the power cord from the power outlet. Then contact your local authorized Canon dealer.**



- Necklaces and other metal objects

- Cups, vases, flowerpots and other containers filled with water or liquids

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⚠ CAUTION

- **Do not install the machine in unstable locations, such as on unsteady platforms or inclined floors, or in locations subject to excessive vibrations, as this may cause the machine to fall or tip over, resulting in personal injury.**
- **Never block the ventilation slots and louvers on the machine. These openings are provided for proper ventilation of working parts inside the machine. Blocking these openings can cause the machine to overheat. Never place the machine on a soft surface, such as a sofa or rug.**
- **Do not install the machine in the following locations:**
  - **A damp or dusty location**
  - **A location near water faucets or water**
  - **A location exposed to direct sunlight**
  - **A location subject to high temperature**
  - **A location near open flames**

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Power Supply

⚠ WARNING

- **Do not damage or modify the power cord. Also, do not place heavy objects on the power cord, or pull or excessively bend it, as this could cause electrical damage and result in a fire or electrical shock.**
- **Keep the power cord away from a heat source; failure to do this may cause the power cord coating to melt, resulting in a fire or electrical shock.**
- **Do not connect or disconnect the power cord with wet hands, as this may result in electrical shock.**
- **Do not connect the power cord to a multiplug power strip, as this may cause a fire or electrical shock.**
- **Do not bundle up or tie the power cord in a knot, as this may result in a fire or electrical shock.**
- **Insert the power plug completely into the power outlet, as failure to do so may result in a fire or electrical shock.**
- **Do not use power cords other than the power cord provided, as this may result in a fire or electrical shock.**
- **As a general rule, do not use extension cords. Using an extension cord may result in a fire or electrical shock. If an extension cord must be used, however, use one rated for voltages of 220-240 V AC, 50/60 Hz and over, untie the cord binding, and insert the power plug completely into the extension cord outlet to ensure a firm connection between the power cord and the extension cord.**

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⚠ CAUTION

- **Do not use power supplies with voltages other than those specified herein, as this may result in a fire or electrical shock.**
- **Always grasp the power plug when disconnecting the power cord. Pulling on the power cord may expose or snap the core wire, or otherwise damage the power cord. If the power cord is damaged, this could cause current to leak, resulting in a fire or electrical shock.**
- **Leave sufficient space around the power plug so that it can be unplugged easily. If objects are placed around the power plug, you will be unable to unplug it in an emergency.**

Handling

⚠ WARNING

- **Do not attempt to disassemble or modify the machine. There are high-temperature and high-voltage components inside the machine which may result in a fire or electrical shock.**
- **If the machine makes unusual noises, or gives off smoke, heat, or unusual smells, immediately turn OFF the main power switch, and disconnect the power cord from the power outlet. Then contact your local authorized Canon dealer. Continued use of the machine in this condition may result in a fire or electrical shock.**
- **Do not use highly flammable sprays near the machine. If gas from these sprays comes into contact with the electrical components inside the machine, it may result in a fire or electrical shock.**
- **To avoid damage to the power cord and creating a fire hazard, always turn OFF the main power switch, and unplug the interface cable when moving the machine. Otherwise, the power cord or interface cable may be damaged, resulting in a fire or electrical shock.**
- **Do not drop paper clips, staples or other metal objects inside the machine. Also, do not spill water, liquids or flammable substances (alcohol, benzene, paint thinner, etc.) inside the machine. If these items come into contact with a high-voltage area inside the machine, this may result in a fire or electrical shock. If these items are dropped or spilled inside the machine, immediately turn OFF the main power switch, and disconnect the power cord from the power outlet. Then contact your local authorized Canon dealer.**

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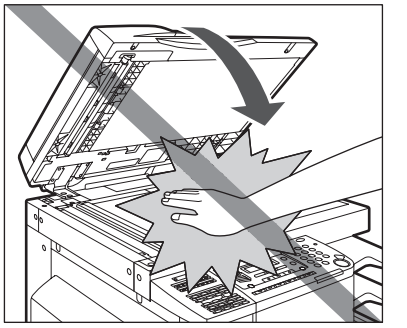
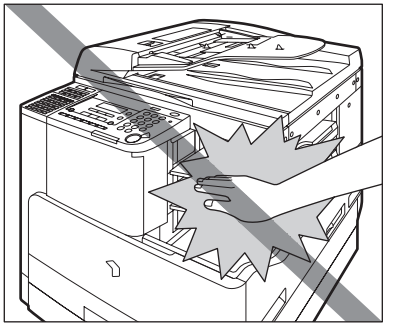
CAUTION

- **Do not place heavy (2 kg or more) objects on the machine, as they may tip over or fall resulting in personal injury.**
- **Close the feeder/platen cover gently to avoid catching your hands, as this may result in personal injury.**
- **Do not press down hard on the feeder/platen cover when using the platen glass to make copies of a thick book. Doing so may damage the platen glass and result in personal injury.**
- **Do not touch the finisher while the machine is printing, as this may result in personal injury.**



- **Do not place your hand in the part of the tray where stapling is performed when a finisher is attached, as this may result in personal injury.**



Finisher-U1

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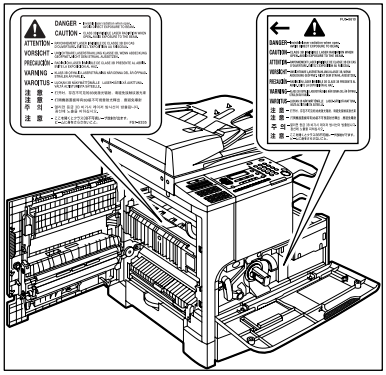
- **The laser beam can be harmful to human bodies. Since radiation emitted inside the product is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation. Read the following remarks and instructions for safety.**
- **Never open covers other than those instructed in this manual.**
- **If the laser beam escapes from the machine, exposure may cause serious damage to your eyes.**
- **Do not remove the caution label attached to the laser scanner unit inside the machine and next to the toner cartridge behind the front cover.**



- **Turn OFF the control panel power switch for safety when the machine will not be used for a long period of time, such as overnight. Also, turn OFF the main power switch, and disconnect the power cord for safety when the machine will not be used for an extended period of time, such as during consecutive holidays.**

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Maintenance and Inspection

WARNING

- **When cleaning the machine, first turn OFF the main power switch, then disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.**
- **Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.**
- **Clean the machine using a slightly dampened cloth with a mild detergent mixed with water. Do not use alcohol, benzene, paint thinner or other flammable substances. Check detergent for flammability prior to use. If flammable substances come into contact with a high-voltage area inside the machine, this may result in a fire or electrical shock.**
- **Some internal parts of the machine are high-voltage. When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.**
- **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**

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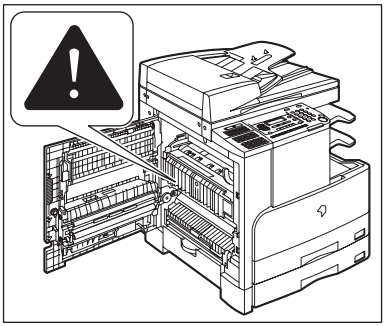
⚠ CAUTION



- **The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.**
- **When removing jammed paper or replacing the toner cartridge, take care not to allow the toner to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing them with warm water will set the toner, and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**
- **When loading paper or removing jammed originals or paper, take care not to cut your hands on the edges of the originals or paper.**
- **When removing a used toner cartridge, remove the cartridge carefully to prevent the toner from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

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Consumables

WARNING

- **Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.**
- **Do not store toner cartridges or copy paper in places exposed to open flames, as this may cause the toner or paper to ignite, resulting in burns or a fire.**
- **When discarding used toner cartridges, put the cartridges into a bag to prevent the toner remaining inside the cartridges from scattering, and dispose of them in a location away from open flames.**

CAUTION

Keep toner and other consumables out of the reach of small children. If these items are ingested, consult a physician immediately.

Other Warnings

WARNING

For cardiac pacemaker users:
This product generates a low level magnetic field. If you use a cardiac pacemaker and feel abnormalities, please move away from the product and consult your doctor.

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About the CD-ROM Instruction Manual

Contents of CD-ROM Instruction Manual

CD-ROM Instruction Manual I

This contains the Multilingual versions of the following guides.

■ **Easy Operation Guide**

- Basic Features
  Explains the basic machine operations and settings for the Copy function.
- To Suit Your Needs
  Explains the basic machine operations and settings for the Fax, Printer, and Remote User Interface function

■ **Reference Guide**
Contains the basic operation instructions, daily maintenance, and troubleshooting instructions.

■ **Copying Guide**
Contains the Copying function instructions.

■ **Facsimile Guide**
Contains the Facsimile function instructions.

■ **User's Guide (This Document)**

CD-ROM Instruction Manual II

This contains the English, French, Italian, and German versions of the following guides.

■ **Easy Operation Guide**

- Basic Features
  Explains the basic machine operations and settings for the Copy function.
- To Suit Your Needs
  Explains the basic machine operations and settings for the Fax, Printer, and Remote User Interface function

■ **Reference Guide**
Contains the basic operation instructions, daily maintenance, and troubleshooting instructions.

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■ **Copying Guide**
Contains the Copying function instructions.

■ **Remote UI Guide**
Contains the Remote User Interface instructions.

■ **UFR II Printer Guide**
Contains the UFR II Printer function instructions.

■ **PCL/UFR II Printer Guide**
Contains the PCL/UFR II Printer function instructions.

■ **Network Guide**
Contains the Network Connectivity and setup instructions.

■ **PCL Driver Guide**
Contains the PCL Driver Installation instructions.

■ **UFR II Driver Guide**
Contains the UFR II Driver Installation instructions.

Super G3 FAX Board CD-ROM

This contains the English, French, Italian, and German versions of the following guides.

■ **Facsimile Guide**
Contains the Facsimile function instructions.

■ **Fax Driver Guide**
Contains the Fax Driver Installation instructions.

NOTE
The Super G3 FAX Board CD-ROM comes with the optional Super G3 FAX Board-T1.

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User Manual CD-ROM Menu

The User Manual CD-ROM Menu is software that enables you to select and view PDF Manuals included on the CD-ROM via your computer screen. Follow the instructions below to use the User Manual CD-ROM Menu.

System Requirements

The User Manual CD-ROM Menu can be used in the following system environments.

	Windows
OS	Windows 98 Windows Me Windows NT (Service Pack 3 or later) Windows 2000 (Service Pack 3 or later) Windows XP (Service Pack 1a or later) Windows Server 2003
Memory	The memory required to run the above operating systems
Computer	A computer that can run the above operating systems
Display	A resolution of 1024 pixels × 768 pixels or higher

IMPORTANT

Depending on the configuration of your computer, some functions may not operate correctly. If the PDF manual does not open from the CD-ROM Menu, open the PDF file directly from the [manuals] folder on the User Manual CD-ROM.

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Using the CD-ROM Menu

This section describes how to use the CD-ROM Menu. When you insert the User Manual CD-ROM provided into the CD-ROM drive, the Language Selection screen is displayed. Clicking a language on this screen displays the following menu.

①
START
Canon iR2020/iR2016
BROWSE MANUAL
To view the manual in PDF format, Adobe Reader/Adobe Acrobat Reader is required. If Adobe Reader/Adobe Acrobat Reader is not installed on your system, please download it from the Adobe Systems Incorporated website.
Easy Operation Guide Basic Features
Easy Operation Guide To Suit Your Needs
Reference Guide
Copying Guide
Copying Instructions
RETURN
EXIT
②
③

① **BROWSE MANUAL**
You can read any of the listed guides by clicking on the desired guide. After clicking on the desired guide, Adobe Reader/Adobe Acrobat Reader starts, and the PDF manual is displayed.

② **RETURN**
Return to the Language Selection menu.

③ **EXIT**
Exit the [CD-ROM] menu.

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Before You Start Using This Machine

1
CHAPTER

This chapter describes what you should know before using this machine, such as parts and their functions, how to turn ON the main power, and so on.

Installation Location and Handling 1-2
- Installation Precautions 1-2
- Handling Precautions 1-9

What This Machine Can Do 1-12

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Things You Must Do Before Using This Machine 1-25
- Connecting the Telephone Line 1-25
- Type of Telephone Line 1-26
- Current Date and Time 1-28
- Registering This Machine's Fax Number 1-30
- Registering the Unit's Name 1-31

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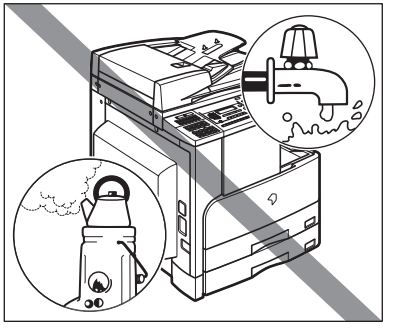
Installation Location and Handling

This section describes precautions for installation location and handling, we recommend that you read this section prior to using this machine.

Installation Precautions

Avoid Installing the Machine in the Following Locations

■ **Avoid locations subject to temperature and humidity extremes, whether low or high.**
For example, avoid installing the machine near water faucets, hot water heaters, humidifiers, air conditioners, heaters or stoves.



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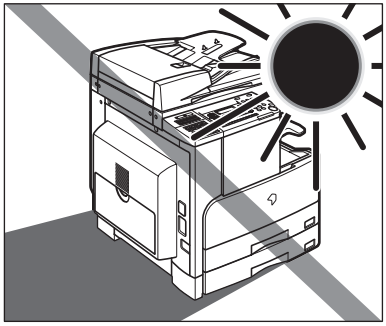
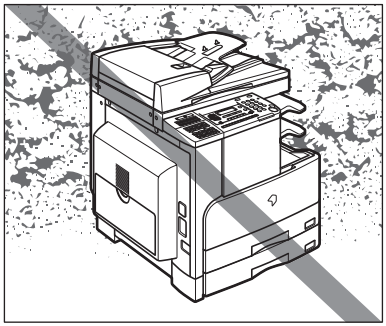
■ **Avoid installing the machine in direct sunlight.**
If this is unavoidable, use curtains to shade the machine.



■ **Avoid poorly ventilated locations.**
This machine generates a slight amount of ozone during normal use. Although sensitivity to ozone may vary, this amount is not harmful. Ozone may be more noticeable during extended use or long production runs, especially in poorly ventilated rooms. It is recommended that the room be appropriately ventilated, sufficient to maintain a comfortable working environment, in areas of machine operation.



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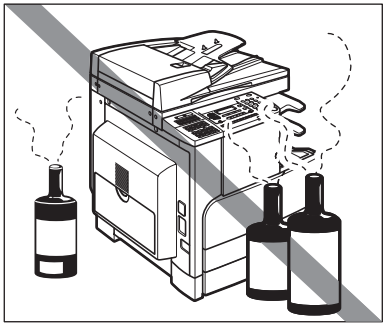
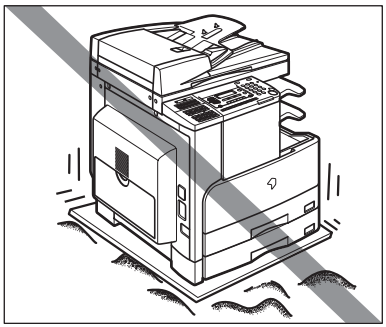
■ **Avoid locations where a considerable amount of dust accumulates.**

■ **Avoid locations where ammonia gas is emitted.**



■ **Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.**

■ **Avoid locations that are subject to vibration.**
For example, avoid installing the machine on unstable floors or stands.



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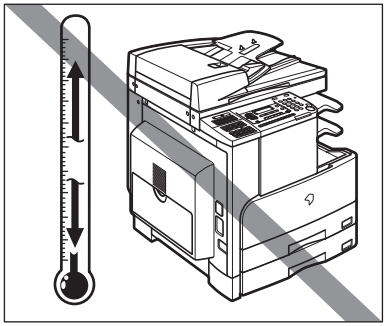
■ **Avoid exposing the machine to rapid changes in temperature.**
If the room in which the machine is installed is cold but rapidly heated, water droplets (condensation) may form inside the machine. This may result in a noticeable degradation in the quality of the copied image, the inability to properly scan an original, or the copies having no printed image at all.



■ **Avoid installing the machine near computers or other precision electronic equipment.**
Electrical interference and vibrations generated by the machine during printing can adversely affect the operation of such equipment.

■ **Avoid installing the machine near televisions, radios, or similar electronic equipment.**
The machine might interfere with sound and picture signal reception. Insert the power plug into a dedicated power outlet, and maintain as much space as possible between the machine and other electronic equipment.

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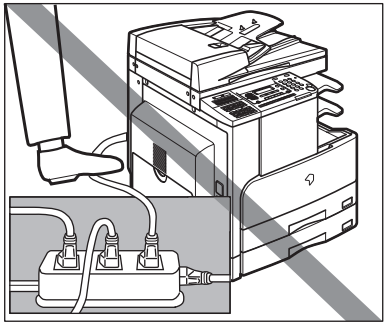
Select a Safe Power Supply

- **Plug the machine into a standard 220-240 V AC, three-wire grounded outlet.**
- **Make sure that the power supply for the machine is safe, and has a steady voltage.**
- **Do not connect other electrical equipment to the same power outlet to which the machine is connected.**
- **Do not connect the power cord to a multi-plug power strip, as this may cause a fire or electrical shock.**
- **The power cord may become damaged if it is often stepped on or if heavy objects are placed on it. Continued use of a damaged power cord can lead to an accident, such as a fire or electrical shock.**



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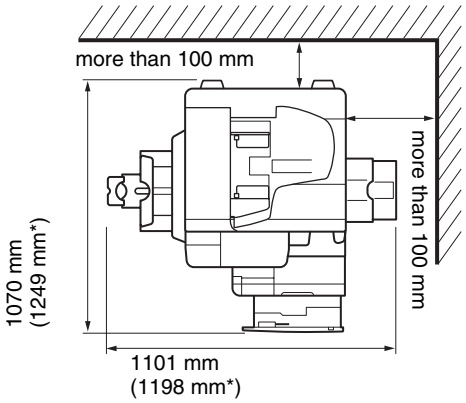
Provide Adequate Installation Space

■ **Provide enough space on all sides and the top of the machine for unrestricted operation.**

When Finisher-U1 and Additional Finisher Tray-C1 are attached



* When the left cover of the main unit is opened and the auxiliary tray of the Additional Finisher Tray-C1 is extended.

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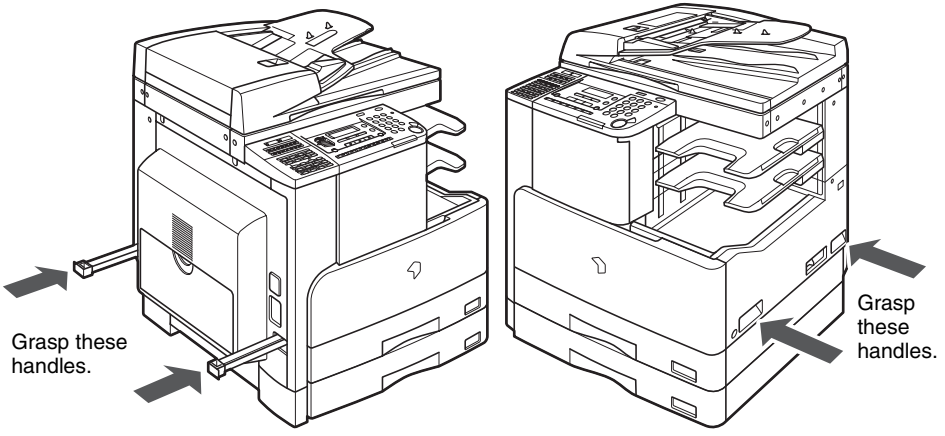
Moving the Machine

- **If you intend to move the machine, even to a location on the same floor of your building, contact your local authorized Canon dealer beforehand.**
- **Because the machine is heavy, do not attempt to move it by yourself. Two or more people are required to lift it.**
- **When carrying the machine, be sure to hold the parts indicated below. Failure to do so, may cause the machine to be dropped, and result in personal injury.**



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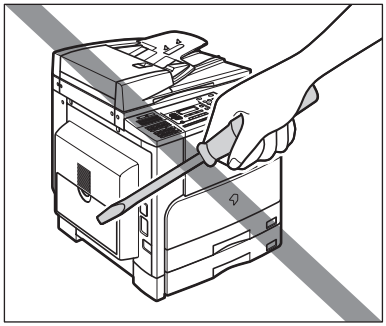
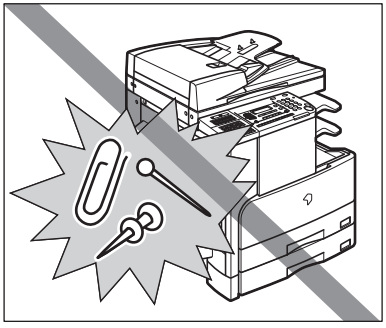
Handling Precautions

■ **Do not attempt to disassemble or modify the machine.**



■ **Some internal parts of the machine are high-voltage and high-temperature. Take adequate precautions when inspecting the inside of the machine. Do not carry out any inspections not described in this manual.**

■ **Be careful not to drop foreign objects such as paperclips or staples into the machine. If a foreign object comes into contact with electrical parts inside the machine, it might cause a short circuit and result in a fire or electrical shock.**



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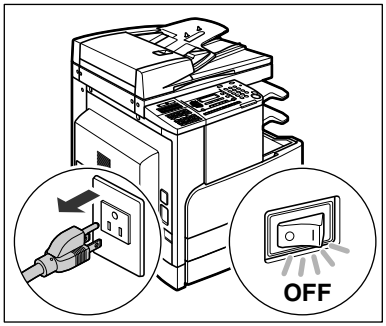
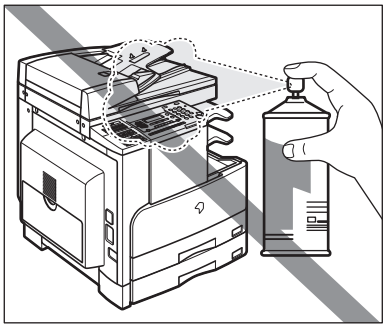
■ **If there is smoke or unusual noise, immediately turn the main power switch OFF, disconnect the power cord from the power outlet, and then call your local authorized Canon dealer. Using the machine in this state may cause a fire or electrical shock. Also, avoid placing objects around the power plug so that the machine can be disconnected whenever necessary.**



■ **Do not turn the main power switch OFF or open the front covers while the machine is in operation. This may result in paper jams.**

■ **Do not use flammable sprays, such as spray glue near the machine. There is danger of ignition.**



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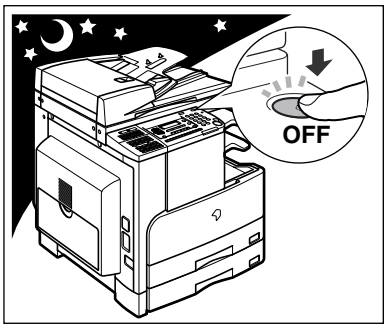
■ **For safety reasons, turn OFF the control panel power switch of the machine when it will not be used for a long period of time, such as overnight. As an added safety measure, turn OFF the main power switch, and disconnect the power cord when the machine will not be used for an extended period of time, such as during consecutive holidays.**



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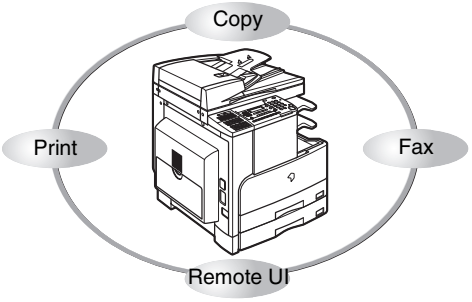
What This Machine Can Do

All the elements you will ever need in a digital multitasking machine.

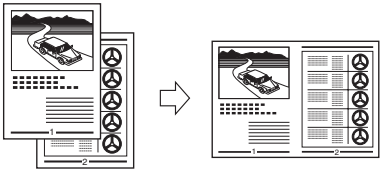


The iR2020/iR2016 incorporates a wide range of input and output features that can greatly enhance your efficiency. Equipped with features that meet the needs of document work in a digitized office, the iR2020/iR2016 represents the ultimate in digital multitasking machines.

Copying

See the *Copying Guide*

In addition to normal copying functions, convenient new functions, such as “2 on 1 Combination” which enables you to automatically reduce two originals to fit onto the selected paper size, and “Different Size Originals” for copying originals of different sizes together in one copy operation, are provided to increase your productivity.



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Faxing (optional)*

See the *Facsimile Guide*

In addition to normal facsimile functions, the machine offers you Super G3 compatibility, which enables you to transmit documents at high speeds, greatly reducing transmission costs as compared to conventional facsimile machines.

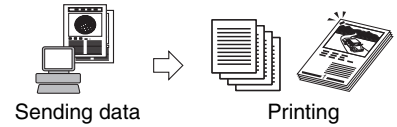
* The optional Super G3 FAX Board -T1 and Fax Panel-A1 are required.

Printing (optional)

See the *UFR II Printer Guide*

You can upgrade this machine to a high-speed network printer by installing the optional UFR II LT Printer Kit-J2. This kit incorporates UFR II (Ultra Fast Rendering II) Technology, which utilizes Canon's original printing algorithm to minimize file processing and achieve maximum performance.

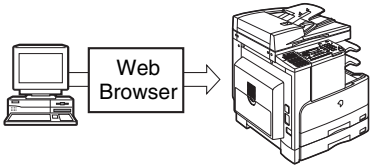
In addition to the capabilities of the UFR II LT Printer Kit-J2, the optional PCL Printer Kit-J1 supports PCL5e and PCL6 emulation printing solutions. (See the *PCL/UFR II Printer Guide*.)



Using the Remote User Interface (optional)

See the *Remote UI Guide*

You can control functions, such as confirming the status of the machine, job operations, all from your computer's web browser.



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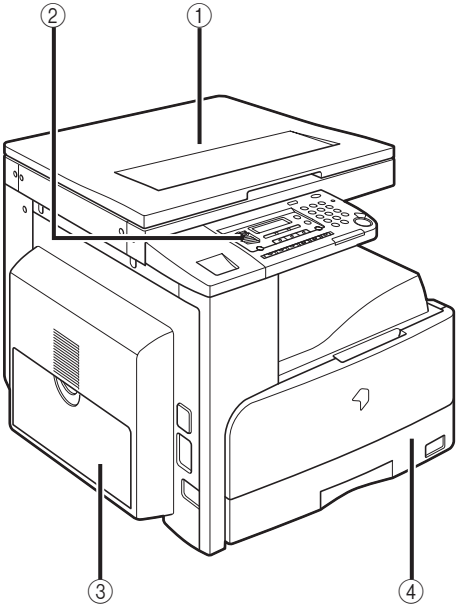
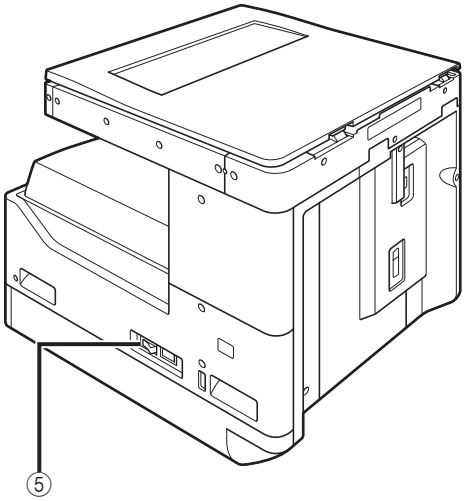
System Configuration and Parts

This section provides you with the names and functions of all parts on the outside and inside of the main unit, optional equipment, and Control Panel.

External View

The optional Platen Cover Type J is attached





① **Platen Cover**

② **Control Panel**
(See “Control Panel Parts,” on p. 1-17.)

③ **Stack Bypass**
Feeds transparencies and non-standard size paper stock. (See “Making Prints Using the Stack Bypass,” in the *Reference Guide*.)

④ **Paper Drawer**
Holds up to 250 sheets of paper (80 g/m^2).

⑤ **Main Power Switch**

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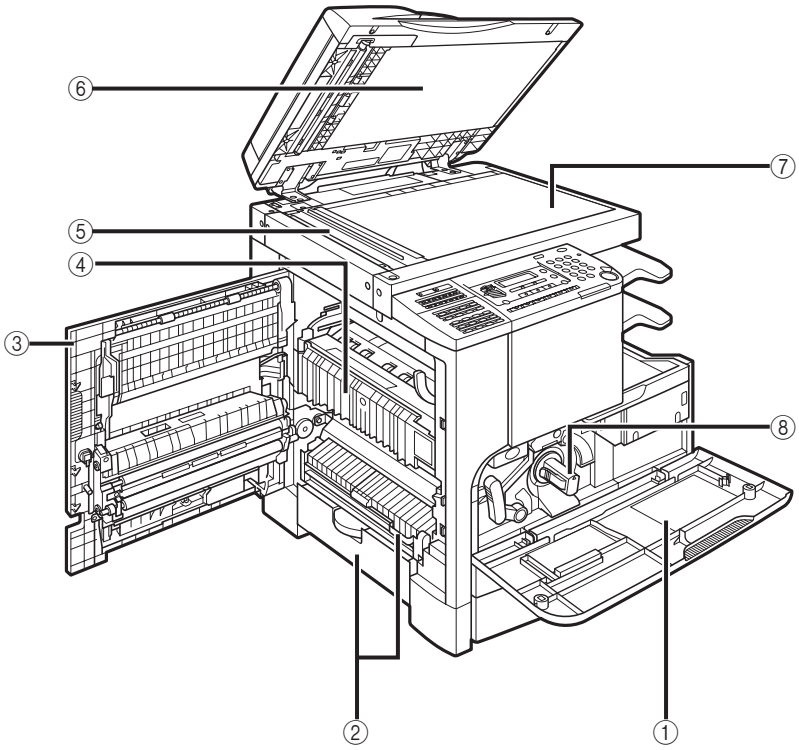
Internal View

The optional Fax Panel-A1 (with Super G3 FAX Board-T1), Feeder (DADF-P1), Finisher-U1, Additional Finisher Tray-C1, and Cassette Feeding Module-J1 are attached



① **Front Cover**
② **Paper Drawer's Left Cover**
③ **Left Cover**
④ **Fixing Unit**
⑤ **Scanning Area**
⑥ **Underside of the Feeder/Platen Cover**
⑦ **Platen Glass**
⑧ **Toner Cartridge**

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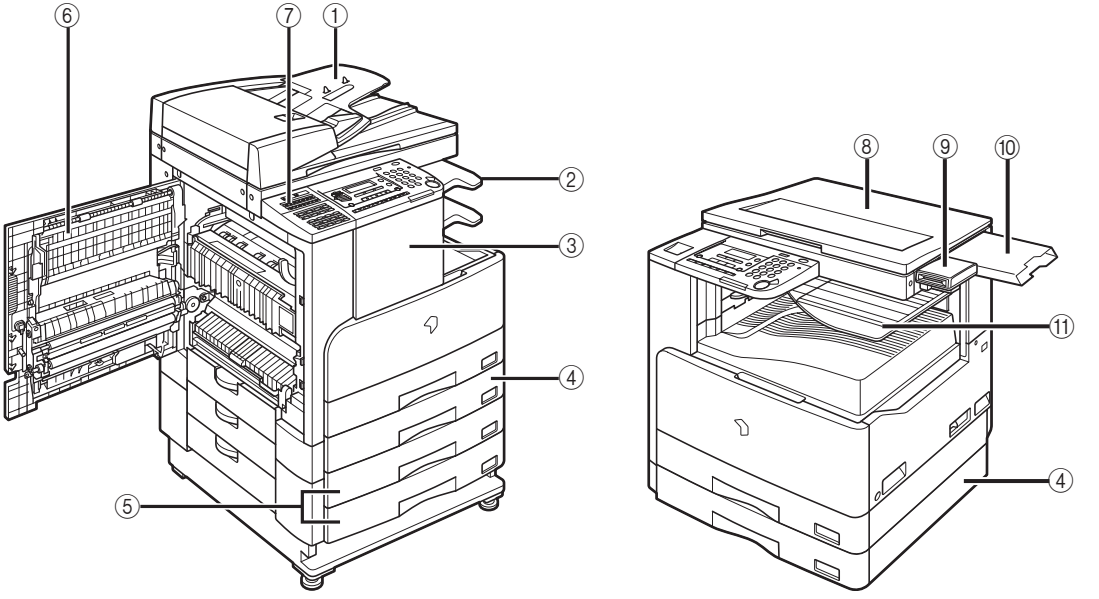
Optional Equipment



① **Feeder (DADF-P1)**
② **Additional Finisher Tray-C1**
③ **Finisher-U1**
④ **Cassette Feeding Module-J1**
(For iR2016 only)
⑤ **Cassette Feeding Module-K1**
⑥ **Duplex Unit-A1**
⑦ **Fax Panel-A1**
⑧ **Platen Cover Type J**
⑨ **Card Reader-E1**
⑩ **Document Tray**
⑪ **Inner 2 Way Tray-E1**

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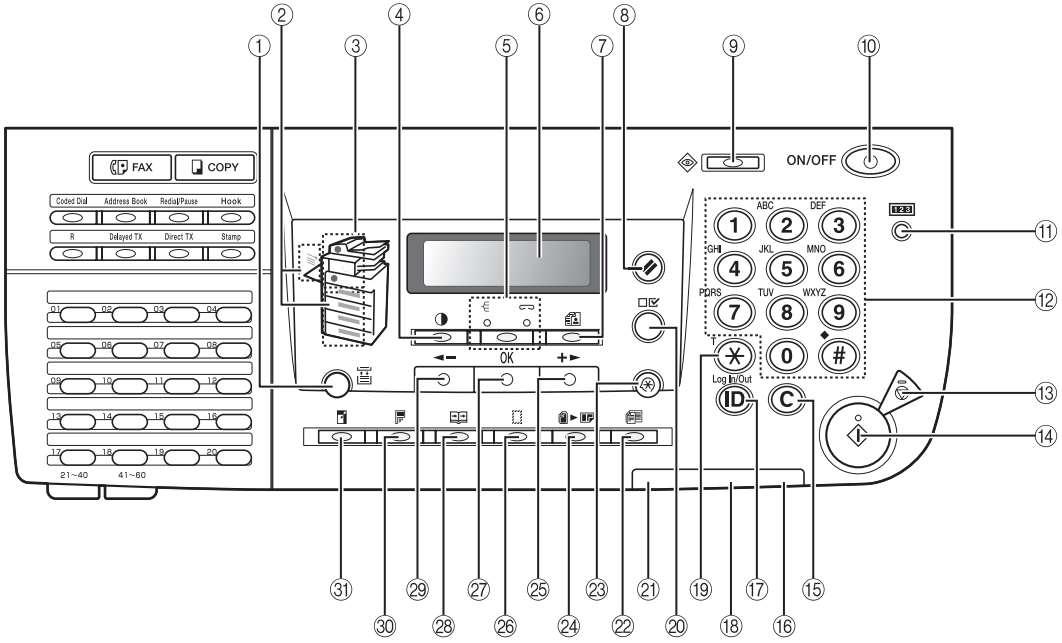
Main Control Panel



① **[Paper Select] key**
Press to select paper (Paper drawer 1-4, Stack bypass).

② **Paper Select indicator**
Indicates the selected paper source.

③ **Jam Location indicator**
Indicates the location of paper jams.

④ **[Density] key**
Press to adjust copy and fax density.

⑤ **[Collate/Staple] key**
Press to collate or staple copies.

⑥ **LCD display**
Displays messages and prompts during operation. Displays selection, text, and numbers when adjusting the settings.

⑦ **[Image Quality] key**
Press to select image quality for copy and fax.

⑧ **[Reset] key**
Press to return the machine to the Standby mode.

⑨ **[System Monitor] key**
Press to check fax transmission, print, copy, or report output status.

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⑩ **[ON/OFF] key (control panel power switch)**

Press to turn the Control Panel ON/OFF. Also press to enter the Sleep mode or to resume the normal mode from the Sleep mode manually.

⑪ **[Counter Check] key**

Press to display counter status. (Press again to close counter status.)

⑫ **Numeric keys**

Use to enter alphanumeric characters.

⑬ **[Stop] key**

Press to stop copying or scanning.

⑭ **[Start] key**

Press to start copying, scanning and sending fax.

⑮ **[Clear] key**

Press to clear entered alphanumeric characters.

⑯ **Main Power indicator**

Lights when the main power switch is turned ON.

⑰ **[Log In/Out] key**

Press to enter password for the machine (Enter password → Press [Log In/Out] to enable Copy and Fax functions. Press [Log In/Out] again after operations to return to the screen for entering password). To register a password, ADD. FUNCTIONS → SYSTEM SETTINGS → MANAGE DEPT. ID.

⑱ **Error indicator**

Flashes or lights when an error has occurred.

⑲ **[Tone] key**

Connects to information services, which accept tone dialing only, even if you are using a rotary pulse line. (The optional Super G3 FAX Board-T1 and Fax Panel-A1 are required.)

⑳ **[View Settings] key**

Press to confirm settings.

㉑ **Processing/Data indicator**

Flashes when the machine is working. Lights when the machine has waiting jobs.

㉒ **[Different Size Originals] key**

Press to set different size originals for copying.

㉓ **[Additional Functions] key**

Press to select or cancel modes in Additional Functions.

㉔ **[2 on 1] key**

Press to set 2 on 1 copying.

㉕ **[+►] key**

Press to increase the value for various settings. Also press to see the next item in the menu.

㉖ **[Frame Erase] key**

Press to set frame erase for copying.

① **[OK] key**

Press to accept a set function or mode.

② **[Two-Page Separation] key**

Press to set two-page separation.

③ **[◄–] key**

Press to decrease the value for various settings. Also press to see the previous item in the menu.

④ **[Two-Sided] key**

Press to set Two-Sided mode.

⑤ **[Copy Ratio] key**

Press to enlarge or reduce copy ratio.

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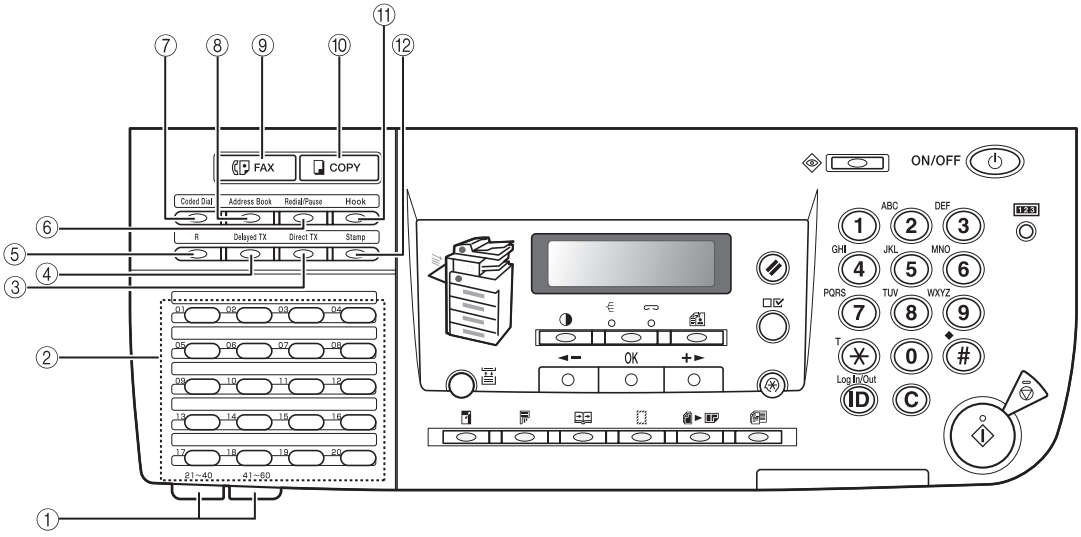
Facsimile Control Panel



① **One-Touch Speed Dialing Panels**
Open the first panel to display one-touch speed dialing keys 21-40. Open the second panel to display keys 41-60.

② **One-Touch Speed Dial keys**
Press to use one-touch speed dialing (Pre-registered frequently used numbers).

③ **[Direct TX] key**
Press to set Direct TX.

④ **[Delayed TX] key**
Press to set Delayed TX.

⑤ **[R] key**
Press to dial an outside line access number or an extension number when the unit is connected through a switchboard (PBX).

⑥ **[Redial/Pause] key**
Press to redial the last dialed number when fax is standing by.
Press to enter a pause between or after the telephone/fax number when dialing or registering numbers.

⑦ **[Coded Dial] key**
Press to perform coded speed dialing.

⑧ **[Address Book] key**
Press to search by name or fax/phone numbers pre-registered with one-touch speed dialing keys or coded speed dialing codes.

⑨ FAX **[Fax] key**
Press to switch to Fax mode.

⑩ COPY **[Copy] key**
Press to switch to Copy mode.

⑪ **[Hook] key**
Press to monitor the line while dialing.

⑫ **[Stamp] key**
Press to apply a stamp on the front side of the originals after they have been scanned so that you can determine whether a document was scanned and send.

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Main Power and Control Panel Power

The machine is provided with two power switches, a main power switch, and a control panel power switch to enter the Sleep mode.

How to Turn ON the Main Power

This section describes about how to turn ON the main power.

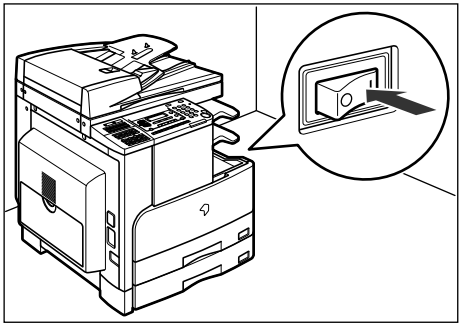
1 Make sure that the power plug is firmly inserted into the power outlet.

WARNING

Never remove or insert the power plug with wet hands. This can cause an electrical shock.

2 Press the main power switch to ON ("I" side). The main power switch is located on the right side of the machine.

When turning OFF the main power, press the main power switch to the "O" side.



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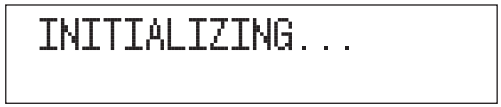
The power indicator on the Control Panel lights.

If the power indicator does not light, check if the power plug is firmly inserted into the power outlet.

The message below is displayed until you can operate the machine.



The screen below is displayed when the machine is ready to scan.

It takes about 13 seconds (at a room temperature of 20 °C) for the machine to warm up.

IMPORTANT

If you turn OFF the main power, wait at least 10 seconds before turning the main power back ON.

NOTE

- The standard settings are selected at power ON.
- The standard copy settings are as follows:
  - Copy Ratio: Direct (100 %)
  - Paper Selection: Auto Paper Selection
  - Copy Density: Auto Density Control
  - Copy Quantity: 1
  - Image Quality: TEXT
  - Copy Function: One-sided Copy
- You can change the standard copy settings. (See the *Copying Guide*.)
- You can reserve a job when the display above appears. (See the *Copying Guide*.)

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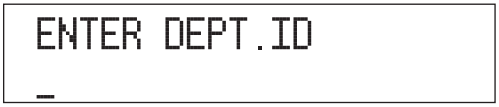
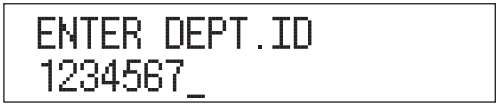
● **If the message <ENTER DEPT. ID> appears:**



❑ Enter the Department ID using the numeric keys, and press [OK].



❑ Enter the password.

NOTE

- If the Department ID Management is set to <ON>, the message <ENTER DEPT. ID> appears. For details about entering the Department ID and password, see "After Turning the Power On," in the *Reference Guide*.
- <DEPT. ID PASSWORD> is displayed even if the password has not been set. In this case, press [OK] to enter the Standby mode.
- For details about the Department ID Management, see "Department ID Management," in the *Reference Guide*.

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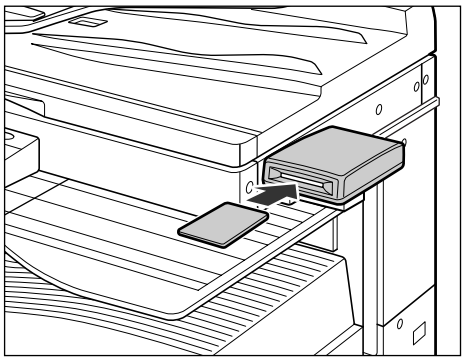
● **If the message <INSERT CONTROL CARD> appears:**

❑ Insert the control card into the optional Card Reader-E1.



NOTE

For details about the control card, see “Card Reader-E1,” in the *Reference Guide*.

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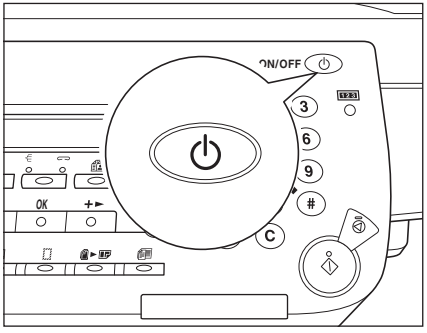
Control Panel Power Switch

If the machine remains idle for a specified length of time, or the control panel power switch is pressed, the machine enters the Sleep mode.

Press the control panel power switch to cancel the Sleep mode and resume normal machine operations.



NOTE

- The power consumption at Sleep mode can be set in the Additional Functions menu. (See “Energy Consumption in the Sleep Mode,” in the *Reference Guide*.)
- The length of time taken by the machine to enter the Sleep mode can be set in Additional Functions menu. (See “Auto Sleep Time,” in the *Reference Guide*.)
- The machine does not enter the Sleep mode if the machine is scanning or printing. (See “Auto Sleep Time,” in the *Reference Guide*.)
- The machine can receive and print documents from a personal computer even when it is in the Sleep mode. Fax documents can also be received while the machine is in the Sleep mode.

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Things You Must Do Before Using This Machine

This section describes the important setting registrations and procedures that must be done before the machine is used for sending operations. For details about the operations, see the *Facsimile Guide*.

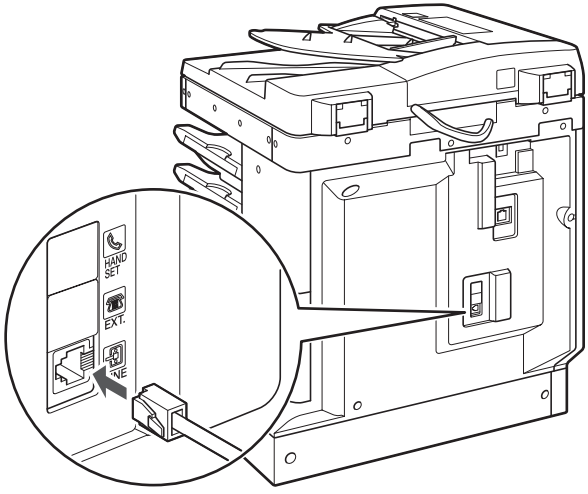
IMPORTANT

If you attempt to use the machine without registering the necessary information correctly, the machine may not function properly.

Connecting the Telephone Line

Before turning the power ON, connect the telephone line to the machine.

Connect one end of the telephone line to the [LINE] connector, and then connect the other end of the telephone line to your telephone line jack.



NOTE

If you use the PBX, see the *Facsimile Guide*.

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Type of Telephone Line

Set the type of telephone line that is connected to the machine.

NOTE
- Super G3 FAX Board-T1 is required.
- The default setting is <TOUCH TONE>.

1 Press [Additional Functions].

The Additional Functions menu appears.

2 Press [◄–] or [+►] to select <FAX SETTINGS>, and press [OK].

Each time you press [◄–] or [+►], you can select the next/previous item.

```
ADD. FUNCTIONS
 3.FAX SETTINGS
```

When you press [OK], the <FAX SETTINGS> menu appears.

3 Press [◄–] or [+►] to select <USER SETTINGS>, and press [OK].

```
FAX SETTINGS
 1.USER SETTINGS
```

When you press [OK], the <USER SETTINGS> menu appears.

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4 **Press [◄–] or [+►] to select <TEL LINE TYPE>, and press [OK].**

5 **Press [◄–] or [+►] to select <TOUCH TONE> or <ROTARY PULSE>, and press [OK].**

If you use tone dialing, select <TOUCH TONE>.

If you use pulse dialing, select <ROTARY PULSE>.

6 **Press ⊘ [Stop] to return to the Standby mode.**

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Current Date and Time

Be sure to set the date and time before using this machine. The date and time set here is also used for other functions which require the time setting.

1 Press ⊛ [Additional Functions].

The Additional Functions menu appears.

2 Press [◄–] or [+►] to select <TIMER SETTINGS>, and press [OK].

Each time you press [◄–] or [+►], you can select the next/previous item.

```
ADD. FUNCTIONS
 6.TIMER SETTINGS
```

When you press [OK], the <TIMER SETTINGS> menu appears.

3 Press [◄–] or [+►] to select <DATE&TIME SETTING>, and press [OK].

```
TIMER SETTINGS
 1.DATE&TIME SETTING
```

When you press [OK], the <DATE&TIME SETTING> menu appears.

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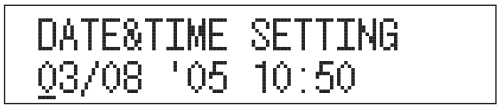
4 Enter the current date (day, month, year) and time using the numeric keys.

Enter the date, and the time in 24-hour clock as four digits without a space.

Examples: 3 August → 0308
2005 → 05
7:05 a.m. → 0705
11:18 p.m. → 2318



NOTE

If you make a mistake when entering values, select the wrong values using [◄–] or [+►] and enter the values again.

5 Press [OK].

The time is set and the display returns to the <TIMER SETTINGS> menu.

6 Press ⊽ [Stop] to return to the Standby mode.

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Registering This Machine's Fax Number

You must store the machine's fax number. This number is printed on the document that you fax to the receiving party.

The number may also be displayed on the display of the receiving party's machine, depending on their type of machine.

NOTE

Super G3 FAX Board-T1 is required.

1 Enter the Additional Functions menu and open the <USER SETTINGS> menu.

For details about the procedures above, refer to steps 1 to 3 in "Type of Telephone Line," on p. 1-26.

2 Press [◄–] or [+►] to select <UNIT TELEPHONE #>, and press [OK].

Each time you press [◄–] or [+►], you can select the next/previous item.

```
USER SETTINGS
 1.UNIT TELEPHONE #
```

3 Enter the unit's fax/telephone number using the numeric keys (max. 20 digits, including spaces), and press [OK].

```
UNIT TELEPHONE #
+1234567_
```

To enter a plus sign (+) before the number, press #.

To delete a previous number, press [◄–] or C [Clear]. To delete the entire entry, press and hold [◄–] or C [Clear].

4 Press ▽ [Stop] to return to the Standby mode.

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Registering the Unit's Name

Your name or company's name must be registered as the unit's name.

When you send a document, the recipient's machine displays or prints your name or company's name as the sender's information on the recording paper.

Some fax models also display sender's information on the display during transmission.

1 Enter the Additional Functions menu and open the <USER SETTINGS> menu.

For details about the procedures above, refer to steps 1 to 3 in "Type of Telephone Line," on p. 1-26.

2 Press [◄–] or [+►] to select <UNIT NAME>, and press [OK].

Each time you press [◄–] or [+►], you can select the next/previous item.

3 Enter the unit's name using the numeric keys, and press [OK].

You can enter up to 24 characters for the unit's name.

4 Press ⊽ [Stop] to return to the Standby mode.

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Routine Maintenance

2
CHAPTER

This chapter describes how to load paper, and how to replace toner cartridge.

Loading Paper 2-2
Replacing the Toner Cartridge 2-7

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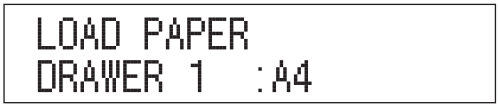
Loading Paper

When the selected paper has run out, or the selected paper drawer runs out of paper during printing, a screen prompting you to load paper appears on the LCD display, and the Error indicator blinks in red.



CAUTION

When loading paper, take care not to cut your hands on the edges of the paper.

IMPORTANT

The message also appears if the selected paper drawer is not fully inserted into the machine. Once you properly insert the paper drawer, the message will disappear.

NOTE

- If the above message appears during printing, the remaining prints are automatically made after you load the correct paper.
- To cancel printing, press [Stop]. (See “Canceling a Job,” in the *Reference Guide*)
- The following paper sizes can be loaded in the paper drawers: A3, A4, A4R, A5.
- For details of available paper stock which can be loaded in the paper drawers, see “Available Paper Stock,” on p. 4-4.

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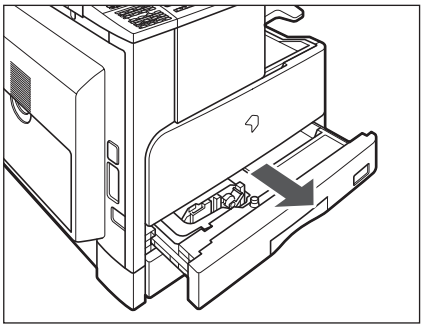
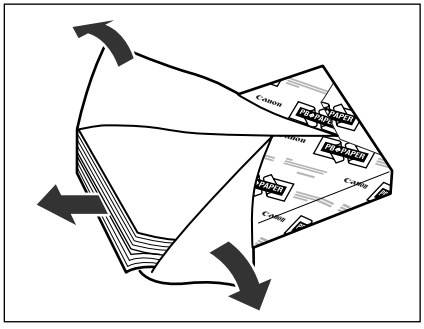
1 **Grip the handle of the paper drawer and pull out the paper drawer until it stops.**



2 **Open a package of paper, and remove the paper stack from the package.**



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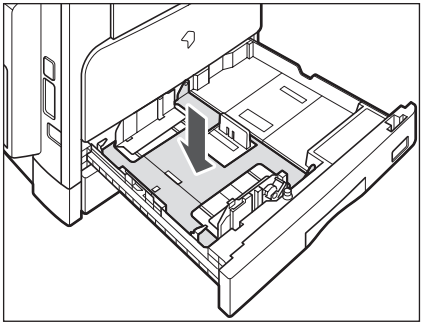
IMPORTANT

- Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.
- Do not load the following types of paper in the paper drawer. Doing so may cause paper jams.
  - Severely curled or wrinkled paper
  - Heavyweight paper
  - Transparencies
  - Envelopes
  - Labels
  - Paper on which color images have been copied (do not copy on the reverse side either)
  - Paper which has been printed on using a thermal transfer printer (do not copy on the reverse side either)

NOTE

For high-quality print output, use paper recommended by Canon.

3 Push down the metal plate to lock.



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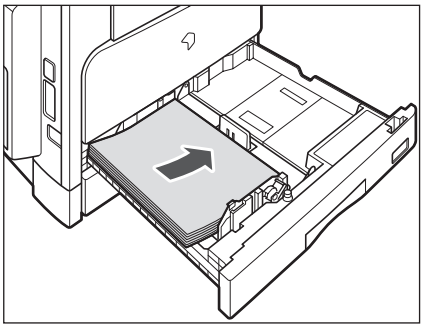
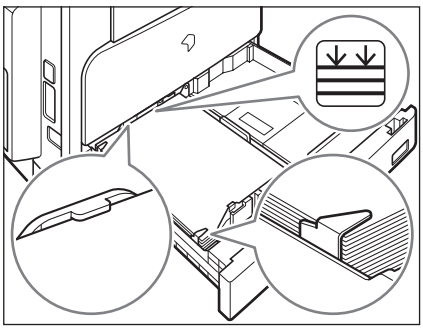
4 Load the paper stack into the paper drawer.

Even out the edges of the paper stack. Load the paper stack against the end guide of the paper drawer.

When loading paper in the paper drawer for the first time, set the size plate for the paper being loaded. (See “Adjusting a Paper Drawer to Hold a Different Paper Size,” in the *Reference Guide*.)

When loading paper in the paper drawer, make sure that the paper size setting of the paper drawer matches the size of paper. (See “Adjusting a Paper Drawer to Hold a Different Paper Size,” in the *Reference Guide*.)





CAUTION

When loading paper, take care not to cut your hands on the edges of the paper.

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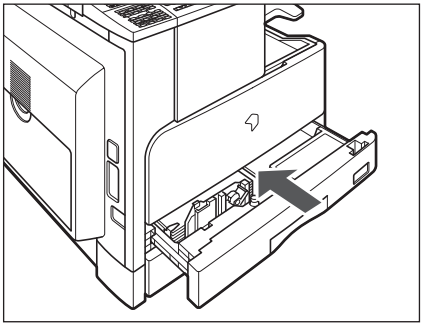
IMPORTANT

- If the paper is curled, curl it down before placing it in the paper drawer.
- Make sure that the height of the paper stack does not exceed (limit mark) and the corners are below the paper size guide clips.
- Be sure to set the paper-size detecting lever correctly. If the lever is set to the wrong position, paper jams or dirty prints may occur, or the inside of the machine may get dirty.

NOTE

- Each paper drawer holds about 250 sheets of paper (80 g/m^2).
- For more information on the print direction of preprinted paper (paper which has logos or patterns already printed on it), see “Relationship between Original Orientation and Preprinted Paper Output Chart,” in the *Reference Guide*.
- If the output paper is curled severely, reloading the paper by turning it over may sometimes relieve a curl of paper.

5 Gently push the paper drawer back into the machine until it clicks.



CAUTION

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

IMPORTANT

Never place paper or any other items in the open part of the paper drawer next to the paper stack. Doing so may cause paper jams.

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Replacing the Toner Cartridge

When the machine runs out of toner, the message <TONER LOW/PREPARE NEW TONER> blinks on the LCD display. If you print approximately another 100 pages after this message is displayed, the message <OUT OF TONER/CHANGE TONER> is displayed and you cannot print until you replace the toner cartridge.

WARNING

Do not throw used toner cartridges into open flames, as they may ignite the toner remaining inside the cartridge, and result in burns or a fire.

IMPORTANT

Use only the toner cartridge recommended for use on this machine.

NOTE

- After the message <TONER LOW/PREPARE NEW TONER> appears, approximately 100 prints can still be made. However, since this number may vary depending upon the original, it is recommended to replace the toner cartridge soon after the <TONER LOW/PREPARE NEW TONER> message appears.
- If the toner runs out during a print job, the machine will start printing the remaining pages automatically after you replace the toner cartridge.

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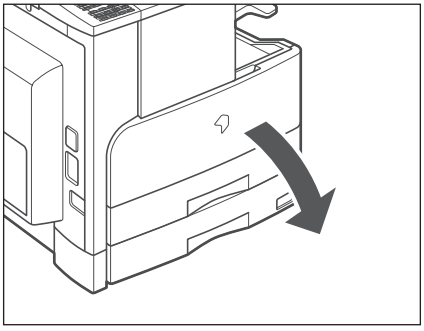
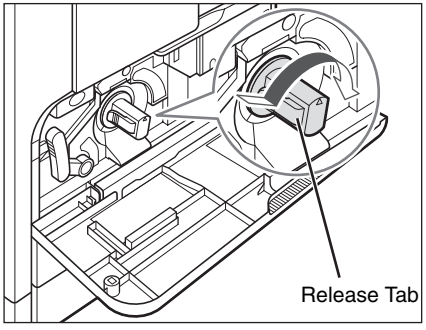
1 **Open the front cover.**



2 **While pushing down the release tab, turn the toner cartridge in the direction of the arrow in the illustration below.**



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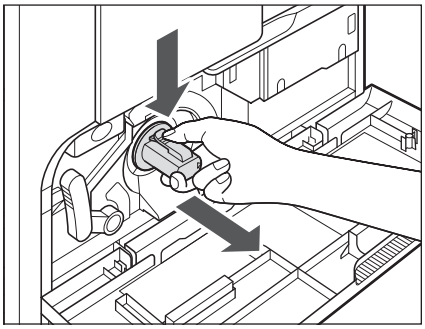
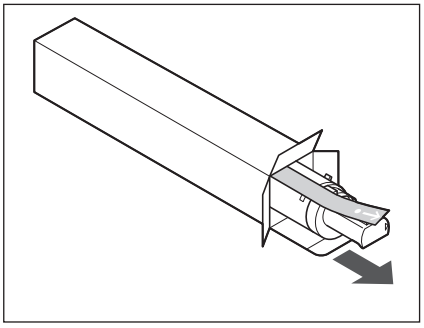
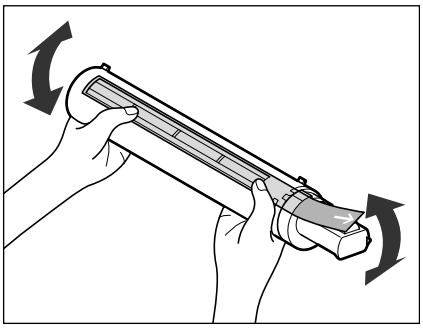
3 **While pushing down the release tab, pull the toner cartridge out in the direction of the arrow in the illustration below.**



4 **Rock the new toner cartridge five or six times to distribute the toner evenly inside the cartridge.**





WARNING

Do not throw used toner cartridges into open flames, as they may ignite the toner remaining inside the cartridge, and result in burns or a fire.

IMPORTANT

If the toner is not distributed evenly inside the cartridge, the printing quality deteriorates.

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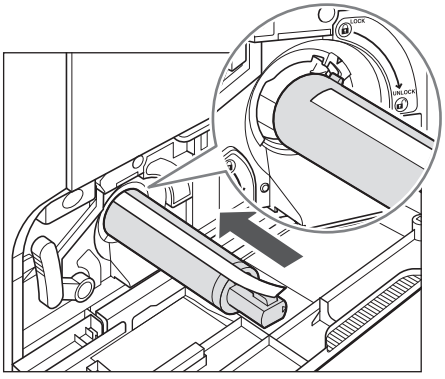
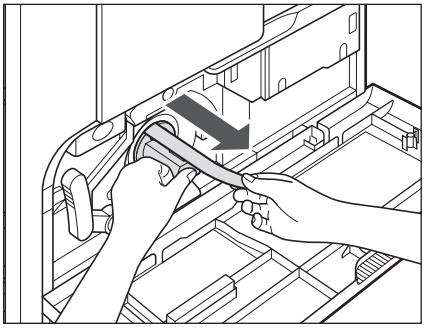
5 **With the side with the label facing up, insert the new toner cartridge in the direction of the arrow while grasping its handle.**



6 **Hold the toner cartridge with one hand, and remove the seal by pulling it out with the other hand.**



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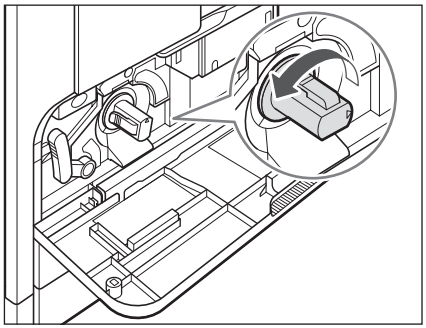
IMPORTANT

- Pull out the seal slowly, otherwise the scattered toner may soil your clothes, etc.
- Pull out the seal completely, otherwise the print error may occur.
- Pulling the seal upwards or downwards may break the seal. If the seal could break inside the toner cartridge and cannot be removed completely, the toner cartridge may not be used.
- Ensure the seal is pulled out completely from the toner cartridge because the toner may scatter and printing quality may deteriorate.
- Throw away the seal after removing it from the toner cartridge.

7 Turn the toner cartridge in the direction of the arrow.



IMPORTANT

Turn the toner cartridge fully until it locks into place.

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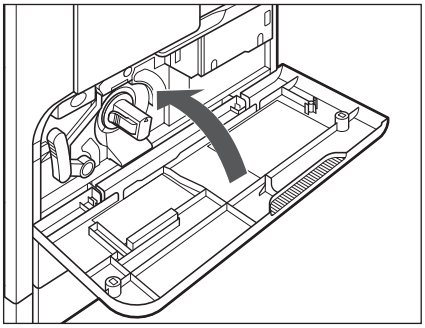
8 Close the front cover.



CAUTION

When closing the front cover, be careful not to get your fingers caught, as this may result in personal injury.

IMPORTANT

Be sure to clean the roller every time you replace the toner cartridge. See “Fuser Roller Cleaning,” in the *Reference Guide*.

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Troubleshooting

3
CHAPTER

This chapter describes what to do in response to paper jams and in response to an error message display.

Clearing Paper Jams 3-2
List of Error Messages 3-5
Self-Diagnostic Display 3-5

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Clearing Paper Jams

If a paper jam occurs, one of the following displays appears and the jam location indicator lights on the Control Panel.

```
PAPER JAM
OPEN LEFT COVER
```

```
PAPER JAM
OPEN LEFT/DRWR COVER
```

```
CHECK DOCUMENT
```

```
FINISHER PAPER JAM
OPEN LEFT COVER
```

```
FEEDER PAPER JAM
CHECK THE FEEDER
```


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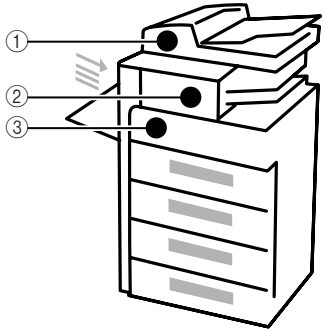
CAUTION

- **The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as this may result in burns or electrical shock.**
- **When removing jammed originals or paper, take care not to cut your hands on the edges of the original or paper.**
- **When removing jammed paper or when inspecting the inside of the machine, do not allow necklaces, bracelets, or other metal objects to touch the inside of the machine, as this may result in burns or electrical shock.**
- **When removing paper which has become jammed inside the machine, take care not to allow the toner on the jammed paper to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner and make it impossible to remove the toner stains.**
- **When removing paper which has become jammed inside the machine, remove the jammed paper gently to prevent the toner on the paper from scattering and entering your eyes or mouth. If toner enters your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**

1 Check the jam location indicator and see the appropriate pages for instructions on how to find and remove jammed paper.

If jammed paper tears while being removed, be sure to remove any remaining pieces from inside the machine.



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① **Feeder**	**See "Feeder (DADF-P1)," in the *Reference Guide*.**
② **Finisher-U1**	**See "Finisher-U1," in the *Reference Guide*.**
② **Inner 2 Way Tray-E1**	**See "Inner 2 Way Tray-E1," in the *Reference Guide*.**
③ **Stack bypass**	**See "Stack Bypass," in the *Reference Guide*.**
③ **Duplex Unit-A1**	**See "Duplex Unit-A1," in the *Reference Guide*.**
③ **Fixing unit**	**See "Fixing Unit," in the *Reference Guide*.**
③ **Paper drawers**	**See "Paper Drawers," in the *Reference Guide*.**

IMPORTANT

- If the machine's power is turned OFF when there is a paper jam, detection of paper jams in the paper drawers is not possible after the power is turned back ON. Clear paper jams without turning the power OFF.
- If a paper jam occurs in the feeder, you cannot continue operating the machine. Follow the directions on the LCD display to clear the paper jam. (See "Feeder (DADF-P1)," in the *Reference Guide*.)

NOTE

Some areas that are shown to have paper jams may not actually have paper jams. However, always check all locations indicated on the Control Panel in the order that is given.

2 After you have cleared all paper jams at the locations indicated on the Control Panel, restore all levers and covers to their original positions.

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List of Error Messages

Self-Diagnostic Display

The machine is equipped with a self-diagnostic function.

Self-diagnostic (error) messages appear on the LCD display when:

- printing cannot be performed because of an operational error.
- you need to make a decision or take some action during scanning or printing.

CHANGE PAPERSIZE

Cause	It is possible that the paper size detected automatically by the paper drawer does not match the actual paper size. Another possibility is that the paper size selected for the stack bypass in the <SELECT PAPER SIZE> menu does not match the paper size actually set on the stack bypass.
Remedy	Make sure the actual paper size matches the selected paper size. Set the correct paper size.

CHECK DOCUMENT

Cause	A paper jam may have occurred in the feeder.
Remedy	Remove the jammed document.

CLEANING/PLEASE WAIT

Cause	This message is displayed during cleaning.
Remedy	Wait until the cleaning is complete.

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CLOSE COVER/FEEDER COVER

Cause	The feeder cover is open.
Remedy	Close the feeder cover.

CLOSE COVER/FINISHER COVER

Cause	The front cover of the finisher is open.
Remedy	Close the front cover of the finisher.

CLOSE COVER/FRONT OR LEFT COVER

Cause	One or more cover is open.
Remedy	Close all the covers.

CLOSE COVER/PLATEN COVER

Cause	The platen cover is open.
Remedy	Close the platen cover.

CLOSE DRAWER COVER

Cause	The left cover of the optional paper drawer is open.
Remedy	Close the paper drawer's left cover.

DATA ERROR

Cause	The machine may have trouble.
Remedy	Contact your local authorized Canon dealer.

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DOCUMENT TOO LONG

Cause	You have tried to copy an original that is too long for using the feeder.
Remedy	Scan it on the platen glass.

DRUM IS NOT SET/INSERT THE DRUM

Cause	Drum cartridge has not been installed.
Remedy	Contact your local authorized Canon dealer.

FEEDER PAPER JAM/CHECK THE FEEDER

Cause	Document jam has occurred in the feeder.
Remedy	Open the feeder cover and check for jammed document.

FINISHER PAPER JAM/OPEN LEFT COVER

Cause	Paper jam has occurred in the finisher.
Remedy	Open the left cover and check for jammed paper.

INITIALIZING...

Cause	This message is displayed when the main power is turned ON.
Remedy	Wait until the message disappears.

LOAD PAPER

Cause	The paper drawer is out of paper, or not inserted correctly.
Remedy	Insert the paper drawer as far as it will go or load paper.

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MEMORY FULL

Cause	The machine's memory is full of scanned documents.
Remedy	Divide the original into some stacks and scan them one by one.

NO APPROPRIATE SIZE

Cause	Although <AUTO> is selected when copying, paper of suitable size is not set in the paper drawer nor on the stack bypass.
Remedy	Select the paper size, or set the copy ratio. If you press ◇ [Start] while this message is displayed, the paper with the least margin is selected automatically and printing starts.

NO CONTROL CARD/INSERT CONTROL CARD

Cause	The control card is not inserted into the card reader.
Remedy	Insert the control card into the card reader.

NO DOCUMENT/CHECK FEEDER

Cause	No document is loaded in the feeder.
Remedy	Load a document in the feeder.

OUT OF STAPLES/REPLACE STAPLE CART.

Cause	There are only few staples remaining in the staple cartridge.
Remedy	Replace the staple cartridge.

OUT OF TONER/CHANGE TONER

Cause	The toner cartridge has run out of toner.
Remedy	Replace the toner cartridge.

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OUTPUT TRAY FULL

Cause	The output tray is full of paper.
Remedy	Remove the prints from the output trays.

OVER PAGE LIMIT/PRESS OK KEY

Cause	The machine is set to restrict the printing.
Remedy	Enter the Department ID Management menu in the System Settings menu, open the <PAGE LIMIT SET.> menu and change the maximum number of pages that can be printed.

PAPER JAM/OPEN LEFT COVER

Cause	An original jam or paper jam has occurred, preventing you from making prints.
Remedy	Remove paper from the machine following the guidance. If you open a cover during printing, this message also appears. In such a case, open the cover again and check if there is any jammed paper. If you find any, remove it, and close the cover. Then the message disappears.

PAPER JAM/OPEN LEFT/DRWR COVER

Cause	Paper jam has occurred in the optional paper drawer.
Remedy	Open the paper drawer's left cover and check for jammed paper.

REMOVE DOC. ON GLASS

Cause	The original remains on the platen glass.
Remedy	Remove the original from the platen glass, and operate the machine again.

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STAPLE JAM/OPEN FINISHER COVER

Cause A staple jam may have occurred in the Finisher-U1.

Remedy Check if a staple jam has occurred.

STOP KEY PRESSED/PRESS OK KEY

Cause ⊽ [Stop] has been pressed while scanning the original using the feeder.

Remedy Press [OK], and set the original again.

SYSTEM ERROR/Exxx*

Cause An error of some kind has occurred in the machine.

Remedy Turn OFF the main power, wait for more than 10 seconds, then turn it ON again. If this does not solve the problem, unplug the machine and contact your local authorized Canon dealer.
* xxx stands for a number.

TONER LOW/PREPARE NEW TONER

Cause Toner is running out.

Remedy Rock the toner cartridge to redistribute the toner evenly inside the cartridge. If the message persists, install a new cartridge.

TOO MANY OUTPUTS/CANNOT STAPLE

Cause The machine cannot staple the printouts because too many sheets of paper have been printed out.

Remedy The printouts are simply collated without stapling. If necessary, reduce the number of pages in the document and print again.

WASTE TONER FULL

Cause The drum cartridge is filled with waste toner.

Remedy Contact your local authorized Canon dealer.

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Appendix

4
CHAPTER

This chapter provides other useful information.

Multi-functional Operation 4-2
Available Paper Stock 4-4

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Multi-functional Operation

The iR2020/2016 offers the user many functions, such as printing, scanning, and copying, which can be used together. The following table provides you with the details of multi-functional operations.

Next job \ Previous job		Copy		Printer	
		Scanning data	Printing	Receiving data	Printing
Copy	Scanning data	–	O	O	O
	Printing	–	–	O	–
Fax	Scanning data	–	O	O	O
	Direct TX	–	O	O	O
	Memory TX	O	O	O	O
	Memory RX	O	O	O	O
	Printing of Auto RX Documents	–	–	O	–
Printer	Receiving data	O	O	O	O
	Printing	–	–	O	–

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Next job \ Previous job		Fax				
		Scanning data	Direct TX	Memory TX	Memory RX	Printing of Auto RX Documents
Copy	Scanning data	–	–	O	O	O
	Printing	–	–	O	O	–
Fax	Scanning data	–	–	O	O	O
	Direct TX	–	–	–	–	O
	Memory TX	O	–	–	–	O
	Memory RX	O	–	–	–	O
	Printing of Auto RX Documents	O	O	O	O	–
Printer	Receiving data	O	O	O	O	O
	Printing	O	O	O	O	–

–: Unavailable due to the duplicate devices

O: Available

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Available Paper Stock

Paper types and sizes which can be used with this machine are shown in the following tables.

Paper type	Available loading place (Paper set place)	
	Paper drawer (64 g/m^2 to 90 g/m^2)	Stack bypass (64 g/m^2 to 128 g/m^2)
Plain*1	O	O
Color*1	O	O
Recycled*1	O	O
Heavy 1*2	O	O
Heavy 2*3	5	O
Heavy 3*4	5	O
Bond*5	O	O
Transparency*6	5	O
Envelopes	5	O
Labels	5	O

*1 From 64 g/m^2 to 80 g/m^2
*2 From 81 g/m^2 to 90 g/m^2
*3 From 91 g/m^2 to 105 g/m^2
*4 From 106 g/m^2 to 128 g/m^2
*5 From 75 g/m^2 to 90 g/m^2
*6 Use only A4 transparencies made especially for this machine.
(O: Can be used ×: Cannot be used)

IMPORTANT

It is recommended not to use the paper with anything printed on the back.

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Paper size		Width × Length	Available loading place (Paper set place)	
			Paper drawer 1 to 4	Stack bypass
A3		297 mm × 420 mm	O	O
A4		297 mm × 210 mm	O	O
A4R		210 mm × 297 mm	O	O
A5		210 mm × 148 mm	O	O
A5R		148 mm × 210 mm	5	O
Envelope	ISO-B5	176 mm × 250 mm	5	O
	ISO-C5	162 mm × 229 mm	5	O
	US Commercial 10	104.7 mm × 241.3 mm	5	O
	European DL	110 mm × 220 mm	5	O
	Monarch	98.4 mm × 190.5 mm	5	O
Free Size		95 mm × 148 mm to 297 mm × 432 mm	5	O

NOTE

- For details about how to load paper, see the following pages:
  - Paper drawer: “Loading Paper,” in the *Reference Guide*.
  - Stack bypass: “Making Prints Using the Stack Bypass,” in the *Reference Guide*.
- Paper drawers 2, 3, 4 are optional for iR2016, and drawers 3, 4, for iR2020.

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